

Attachment 3

Biographies

Technical Managers

Aizik Leibovitch has served as the Chief Technology Officer (CTO) for MetTel since the launch of MetTel's New York telephone operation in 1996. Mr. Leibovitch will serve as the CTO for Metropolitan Telecommunications of California, Inc. Mr. Leibovitch has been responsible for developing and maintaining MetTel's comprehensive customer account management and billing systems for the New York and New Jersey operations. These systems integrate front-end applications (which allow order provisioners and the billing department to access customer information and process customer requests) with back-end billing systems. As evidence of his experience and expertise these systems are able to receive and process call detail records from incumbent local providers and long distance carriers, update MetTel's internal customer databases, and generate individual retail invoices, Carrier Access billing, PUC compliance reports and internal tracking reports. Mr. Leibovitch earned a MS in Mathematics from Uzhgorod State University, Russia, a MS in Computer Science from New York University, and a MPH in Computer Science from New York University.

Olkesandr Citkin has served as the Chief Information Officer (CIO) for MetTel since the launch of MetTel's New York telephone operation in 1996. Mr. Citkin will serve as the CIO for Metropolitan Telecommunications of California, Inc. Mr. Citkin has been responsible for developing, and maintaining MetTel's customer service front-end systems, and integrating these systems with MetTel's back-end systems for the last four years. The integration allows MetTel's customer account managers and customer service representatives to access a customer's complete account history. Mr. Citkin has also been responsible for maintaining MetTel's Automated Ordering Center ("AOC"), an automatic system that provides a direct link with Verizon's OSS for MetTel's east cost operations and simultaneously updates MetTel's internal customer databases. Mr. Citkin will be responsible for the expansion of MetTel's "AOC" as it is linked with other incumbents like Qwest and SBC Communications as MetTel expands into other states. This system processes approximately 90% of MetTel's New York and New Jersey orders for conversions, feature changes, SNPs and restorals of service. Currently, Mr. Citkin is overseeing the development of the second version of AOC to incorporate refinements that will allow MetTel to process customer service requests on an automated basis with greater efficiency. As evidence of Mr. Citkin's experience and expertise Mr. Citkin also created the communications programs that allow MetTel to receive and process call detail records and other billing information from incumbent providers, long distance carriers, banking institutions, payment centers and collection agencies. As MetTel's service offerings increase, Mr. Citkin is primarily responsible for creating and implementing the front-end and back-end systems to accommodate the provision of these new services. For example, Mr. Citkin's group recently customized MetTel's IVR system to allow customer service representatives to process credit card payments without having access to the customer's credit card information. This is one example of the technological advancements being developed by MetTel's IT department that are designed to protect the consumer's interests. Mr. Citkin earned a BS in Mathematics from Uzhgorod State University, Russia, a MS in Mathematics from Uzhgorod State University, Russia, and a Ph.D. Computer Science from the Institute for Mathematics and Computer Science, Academy of Sciences, Russia.

Operational Managers

Marshall Aronow and *Andoni Economou*, Co-Chief Operating Officers (COO), are primarily responsible for MetTel's strategic planning, including the procurement of third party financing for future expansion. Both Mr. M. Aronow and Mr. Economou will serve as COO's for Metropolitan Telecommunications of California, Inc. Mr. M. Aronow and Mr. Economou have supervised 150 employees and managed daily telephone operations in MetTel's New York corporate office for the last four years. The Customer Service Department consists of a Director of Customer Service, an Assistant Director of Customer Service, 8 Customer Service Supervisors and over 70 Customer Service Representatives. The Order Provisioning Department consists of a Director of Provisioning, 4 Provisioning Managers, 2 Line Supervisors, a Trouble Resolution Department and a New Line Provisioning Department. Utilization of the UNE platform requires the development and constant refinement of systems for tracking customer information, measuring employee productivity and monitoring Verizon's implementation of the UNE Platform. To achieve these goals, Mr. M. Aronow and Mr. Economou work closely with the heads of MetTel's customer service, provisioning and information technology departments on a daily basis to create integrated systems. As a demonstration of Mr. M. Aronow and Mr. Economou's telephony experience and expertise, below is a list of projects Mr. M. Aronow and Mr. Economou oversaw for the launch of MetTel's New York and New Jersey operations and continue to oversee for expansion into other states:

- ♦ a proprietary retail customer billing system and related Service Optimization Processor, a program for combining retail features in the most cost-effective manner for the customer;
- ♦ CTS, a customer database tracking system;
- ♦ Automatic Ordering Center, which uses an EDI interface to communicate with Verizon's systems and allows for high-volume order processing;
- ♦ the Interactive Voice Response system, which provides account information and customer payments;
- ♦ an off-sight electronic customer payment processing system;
- ♦ telemarketing and third-party sales verification procedures;
- ♦ internal tracking and monitoring systems.

The development of integrated systems has allowed Mr. M. Aronow and Mr. Economou to track employee productivity and create solutions to increase customer satisfaction. Mr. M. Aronow earned a B.A. from Hunter College. Mr. Economou earned a B.A. from Fordham University and a J.D. from Rutgers University Law School.

David Aronow, Co-President, heads the legal department and represents MetTel before the New York State Public Service Commission where the company launched its first telephone operations in 1996. Mr. D. Aronow will serve as Co-President for Metropolitan Telecommunications of California, Inc. Mr. D. Aronow has been responsible for monitoring MetTel's relationship with Verizon f.k.a. Bell Atlantic under the UNE platform for the last four years and will be responsible for monitoring MetTel's relationships with other incumbent service providers as MetTel launches in other states. MetTel relies on the incumbent LEC to provide installation and repair expertise for implementation of the UNE platform. Personnel in the Order Provisioning Department are responsible for monitoring all work performed by the incumbent LEC on behalf of MetTel to ensure customer satisfaction.

In addition, Mr. D. Aronow has been and will continue to be primarily responsible for the deployment of MetTel's facilities. As part of MetTel's New York launch, Mr. D. Aronow obtained Verizon's certification for SS7 interconnection between Verizon and MetTel's CISCO Signaling Controller SC2200, which permits MetTel to provide local access services to an affiliated ISP, MetConnect. This was the first such SS7 certification in North America. Mr. D. Aronow and his staff are responsible for overseeing all aspects of procurement, interconnection, set up, delivery and technical support of MetTel's physical interconnection with Verizon.

Mr. D. Aronow earned a B.A. from Hunter College and a J.D. from New York Law School.

Joseph Aronow is MetTel's General Counsel. Mr. J. Aronow oversees the development of new business opportunities and provides guidance to MetTel's in-house legal staff. Mr. J. Aronow has acted as MetTel's General Counsel since the launch of MetTel's New York operation in 1996. Mr. J. Aronow will serve as Metropolitan Telecommunications of California, Inc.'s General Counsel. Mr. J. Aronow earned a B.S. from Brooklyn University and a J.D. from Brooklyn Law School.

Frank Lazzara, Chief Financial Officer, has been responsible for internal accounting operations and controls for MetTel's New York and New Jersey telephone operations for the last four years. In addition, he is responsible for retail credits, collections and enforcement. Mr. Lazzara will service as CFO for Metropolitan Telecommunications of California, Inc. As MetTel's operations grew into other states, Mr. Lazzara coordinated the shift from an internal manual customer payment processing system to an off-sight, electronic payment-processing system handled by a banking institution. Similarly, as part of MetTel's internal operations, he coordinated the shift from a manual enforcement system to a predominately automated enforcement system for suspending, terminating and restoring service. Mr. Lazzara earned a B.B.A. from Pace University.